

Customer Service & Communication

– Key Skills for Service & Support Professionals

A vital foundation course for all service personnel whether dealing with customers by telephone or in person.

This course reinforces basic service principles and will develop professional customer handling skills.

It will enhance vital communication skills including listening, questioning and empathy.

This course will help your whole team excel as true service professionals!

Course Objectives

By the end of the course, delegates will:

- ✓ Understand the importance of dealing effectively with *people* as well as *problems*
- ✓ Learn how to respond fully to customers' needs
- ✓ Learn to use professional customer handling skills
- ✓ Learn how to handle difficult customers and complaints more effectively

Target Audience

Customer Service professionals who deal with customers by telephone or in person.

Duration

2 days

Content

- Why customer service is important
- Key service attitudes and principles
- Understanding customer psychology
- Professional service behaviour
- Reliability vs. responsiveness
- Communication and telephone skills
- Structuring the interaction
- Tone and manner
- Questioning and listening
- Building customer rapport
- Empathy and trust
- Opening and closing
- Responding to the customer's emotions
- Managing customer expectations

Learning Methods

A mixture of trainer's input, discussion and practical exercises makes this a lively and motivational event.

Delegates develop their customer handling skills through a series of telephone or face-to-face practice sessions.

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